ISSN 0317-1523

NEWFOUNDLAND PUBLIC LIBRARY SERVICES

ANNUAL REPORT

1983-84

THE
48TH ANNUAL REPORT
OF THE
NEWFOUNDLAND PUBLIC
LIBRARIES BOARD
FOR THE
YEAR ENDED MARCH 31, 1984

CONTENTS

1.	Letter of Transmittal	i
2.	List of Board Members 1983-84	ii
3.	Newfoundland Public Library Services	iii
4.	Foreword by Chairman of the Board	1
5.	Report of the Chief Provincial Librarian	2
6.	Provincial Services Reports	5
	- Community Library Services	6
	- Provincial Books-By-Mail	8
	- Provincial Reference & Resource Library	10
	- Technical Services Department	14
7.	Regional Library Systems Reports	17
	- Avalon Region	18
	- Bonavista-Burin Region	20
	- Central Region	23
	- Gander Region	26
	- Western Region	29
8.	St. John's City Libraries Report	31
9.	Financial Section	40
10.	Statistical Information	46
	- Avalon Region	47
	- Bonavista-Burin Region	48
	- Central Region	49
	- Community Library Services	50
	- Gander Region	51
	- Western Region	52
	- Summary of Statistics	53

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

LIBRARY ADMINISTRATION OFFICES
ARTS & CULTURE CENTRE
ST. JOHN'S, NEWFOUNDLAND
A1B 3A3

September, 1984

Honourable Len Simms
Minister, Department of
Culture, Recreation & Youth
Government of Newfoundland and Labrador
P.O. Box 4750
St. John's, Newfoundland
A1C 5T7

Dear Sir:

In accordance with the revised Public Libraries Act of 1975, we hereby submit the report of the Newfoundland Public Libraries Board for the year ended March 31, 1984.

Kelvin G. Fowler, Chairman
Newfoundland Public
Libraries Board

Pearce J. Penney, Chief
Provincial Librarian and
Secretary to the Board

Telephone (709) 737-3964, 3965, 3966, 3967 / Telex 016-4730

BOARD MEMBERSHIP

1983-84

Chairman:	Mr. Kelvin Fowler
Vice-Chairman:	Mrs. Agnes Richard
Secretary:	Mr. Pearce J. Penney
Mrs. Barbara Alexander	Mr. Richard McDonnell
Mr. Don Blackmore	Mr. William Parsons
Mrs. Evelyn Devereaux	Mrs. Suzanne Sexty
Ms. Anne Hart	Mrs. Gladys Snow
Rev. Donald Harvey	Mr. John Snow
Mrs. Leila Janes	Mr. Eldon Swyer
	Mr. George Walsh

COMMITTEES

Executive

Kelvin Fowler
Agnes Richard
Anne Hart
Don Blackmore
Barbara Alexander
Don Harvey

Finance

Don Blackmore
George Walsh
Barbara Alexander
Evelyn Devereaux
John Snow
Leila Janes

Staff

Don Harvey
Suzanne Sexty
Agnes Richard
Gladys Snow
William Parsons

Planning and Priorities

Barbara Alexander
Eldon Swyer
Anne Hart
George Walsh
Richard McDonnell

NEWFOUNDLAND PUBLIC LIBRARY SERVICES

1983-84

Minister in Charge of Libraries	Honourable Len Simms
Chief Provincial Librarian	Pearce J. Penney
Deputy Chief Provincial Librarian	Diana F. Rose
Financial Administrator	Max Frampton
Provincial Reference & Resource Department:	
Department Head	Mona Cram
Assistant to Department Head	Charles Cameron
Newfoundland Section	Catherine Power(retired June '83) Barbara Quah(appointed Oct. '83)
Interlibrary Loans	Stephanie Edwards
Technical Services Department:	
Department Head	Brenda Ryan
Provincial Books-By-Mail Service:	
Librarian	Elaine Morton
Community Library Services:	
Supervisor	Diana F. Rose
St. John's City Libraries:	
City Librarian	Mary C. Jones
Head of Adult Services	Harriet Mercer
Head of Children's Services	Harriet Mercer
Head of Reader's Advisor and Mobile Services	Joan Wheeler
Avalon Region:	
Regional Librarian	Lynne Cuthbert
Bonavista-Burin Region:	
Regional Librarian	Victoria Murphy
Central Region:	
Regional Librarian	Ralph Dale
Gander Region:	
Regional Librarian	Robert McGowan
Western Region:	
Regional Librarian	Elinor Benjamin
Corner Brook City Librarian	Karen Veitch(resigned Dec. '83) Lynne West(appointed Dec. '83)

FOREWORD
BY
THE CHAIRMAN
NEWFOUNDLAND PUBLIC LIBRARIES BOARD

The year under review was a very active one for the Newfoundland Public Libraries Board and also one of challenge to meet the demand for library service within a financial restraint setting. The Board saw changes in its membership, met with government officials on several occasions and carried out the routine responsibilities of administering public library service in the province.

Highlighting the year were a number of projects consisting of major renovations to or replacing existing libraries. A Personnel Planning Programme was adopted and a Self-funded Leave Plan was approved and implemented. An Organization and Management Review was undertaken and a Five-Year Plan is being developed for presentation to the Minister in early fall.

I thank my fellow Board members and on their behalf express our gratitude to all Regional and Local Boards for the untiring voluntary service they are providing.

The support and genuine interest shown by the Minister of Culture, Recreation and Youth and his senior staff greatly enhance our efforts to provide as high a level of library service to our province as possible.

Kelvin G. Fowler
Chairman, Newfoundland
Public Libraries Board

REPORT OF THE CHIEF PROVINCIAL LIBRARIAN

The predominant note in all the reports for the year under review is one of fiscal restraint and its devastating affect upon the development of public library services in our province. While we are accustomed to the oft repeated phrase "we are living in difficult economic times", it does very little to appease the ardent users of our library service who must wait longer to have access to library materials because fewer copies of a book can be purchased, or the user who is doing research but must wait longer for staff help because there has been a reduction in staff compliment.

Reading the various reports of the regions and departments one becomes acutely aware of these concerns. The overall reduction in circulation is the result of under funding. It is true that a few libraries did increase their circulation over last year, however, the majority are showing a decrease.

One of the most disconcerting factors was the closure of most branch libraries throughout the province during the summer because funds were not available to provide substitutes for local library staff while on annual leave. It was the first time such action was necessary and the results were discouraging. A rough estimate shows a loss of 5,000 hours during the summer closure.

The retrospective catalogue project did not get off the ground because funds were not available, despite the efforts of the Board to get Government to provide funds as an anniversary contribution. Other avenues of funding also were unsuccessful, such as federal grants and foundation soliciting. If we wish to complete the project, it may be necessary for the Board to go to the public for contributions, unless the Provincial Government is able to give a commitment for the next year or two.

While these are challenging times, they can also be frustrating. We are presently at the stage of complete standstill, in fact we are probably losing ground. Unless there is a significant infusion of funds over the next two years, more drastic action will have to be taken. We cannot expand the services, neither can we complete the regional organization which has been in the making for the past fifteen years.

The local library boards and library staff at every level of the service deserve the highest commendation of praise for the way in which they have coped during the year. Some library boards have shown initiative in acquiring federal grants and raising money locally, to either improve their library facilities or build new ones. However, there is a point beyond which one cannot expect anymore and we are fast approaching that critical stage.

Looking ahead there are certain projects which must be undertaken if we are to provide an adequate service to our public. The retrospective cataloguing, which I have mentioned earlier, is of paramount importance.

There are approximately 200,000 titles which do not appear on the COM catalogue which in turn means that users in the local libraries throughout the province do not have direct access to the total collection of the public library system in the province. Access to these books, through the COM catalogue, will eliminate some of the regional disparities, provide a greater awareness of Newfoundland material and, where it is available, improved and more efficient service to readers, saving of staff time and a feeling of unity within the libraries in the province.

Implementation of computer services in various aspects of the public library service is imperative. We are administering an operation in excess of four million dollars and over 80 percent of the processes are done manually. The Business Office which provides a central payroll and accounts payable services in addition to monthly financial reporting and other financial services, is unable to provide the information required in the timeframe desired. In the most recent report of the Auditor General, we have been asked to assume a greater degree of responsibility for financial reporting and inventory control. In order to fulfill the request, it will be necessary to automate the operation.

The Provincial Reference and Resource Library is unable to provide the kind of information requested in the timeframe expected by the user. The introduction of databases, through on-line terminals, would enable the user to retrieve information instantly rather than having to go through the various manual searches as is presently required. We are, after all, an information centre and, therefore, must be able to access the various databases through the use of computer applications.

Provincial Books-By-Mail is also an area requiring consideration for automation. The high turnover of the paperback collection presents a problem of control and inventory. The Board has approved steps leading to the implementation of a small computer for this operation and work has already begun in this direction.

The St. John's City Library is reaching the point where an automated circulation system will have to be implemented to assist in control of its circulating stock and let the machine do many of the routine things presently done by staff. Most library operations in Canada of this size have automated circulation systems in place.

The establishment of the Labrador region is long overdue. It is most unfortunate that we have had to postpone implementing this aspect of our proposed development for the last two years. This should be a very high priority over the next two years.

In conclusion, may I express my deep appreciation to the officials of the Department of Culture, Recreation and Youth, particularly the Minister and his Assistant Deputy Minister, Bill Frost, for the support they have given over the past year. The fact that we did not get all the funding requested is not to say they did not provide their support because the opposite is true.

The members of the Provincial Library Board, regional and local boards have provided a service which deserves the highest praise. The volunteer service provided at all three levels of the board operation is very commendable and those of us who have worked with them are extremely proud to have been associated with such dedicated groups.

However, there is one other group who is worthy of more praise than we are able to express. The staff at all levels of the public library service have displayed a degree of devotion and dedication beyond adequate description. The success of the service depends largely on the people who work behind the scenes and those who occupy the public positions. They have excelled in their efforts to provide the best possible service to the public during a period of restraint and cutbacks.

Thanks are also expressed to the media for their cooperation during the year in promoting public library services throughout the province. We look forward to a continuation of this good relationship.

Pearce J. Penney
Chief Provincial Librarian

REPORT
OF THE
PROVINCIAL SERVICES

PROVINCIAL SERVICES

COMMUNITY LIBRARY SERVICES

The Community Library Services Department is rather like the 'old soldier', it doesn't die, it just fades away. The department which catered to over 90 local libraries in the late 60's, before regionalization, now has responsibility for only nine libraries, those furthest from St. John's, in Labrador and on the Northern Peninsula. The department which once sent collections of books to 100 communities which had no library was, this fiscal year 1983-84, relieved of any responsibility for this service when Provincial Books-By-Mail took over the remaining communities with no library in Labrador and on the Northern Peninsula.

When regionalization finally comes to the Labrador and Northern Peninsula libraries, it will form an interesting and challenging task for the regional librarian and board. I visited the two libraries in Western Labrador in February, Labrador City and Wabush. Wabush has moved into a new building and is showing a very healthy increase in circulation, despite a fall in population due to layoffs. The library in Churchill Falls, a joint school/public library, is serving a population of just under 1,000 in a very isolated community. I also visited the library in Happy Valley in February. This library has a great need of more books, more shelving and furniture. St. Anthony, which I visited twice during the year, has this year moved into attractive quarters, the new Town Council building. All these libraries report more activity every year. Unfortunately, we are unable to give them more staff and hours which are desperately needed to cover this increase in activity.

The four other libraries within the department are located in very small communities, some very isolated. These four libraries were all visited during the year. In theory, they should be models to follow should a regional board decide to establish libraries in communities of a similar size and geographic location. Unfortunately, there are very definite problems connected with financing these libraries especially when there is little money for capital expenditure. Capital funding is essential to take care of basic amenities such as a bathroom, adequate heating and insulation to say nothing of the warm cheerful atmosphere which should emanate from any public library.

Increase in circulation and in the number of reference questions puts more stress on the librarian and the library's resources. To combat this to some small extent, this year the librarians from Labrador City and Churchill Falls came in for training. Three workshops were also held to cover the Local Librarians' Manual, which was completed this spring. More training is needed if librarians are to remain interested and challenged in their positions. The reference collection at the Labrador City Library was increased so that it will be more able to fulfill its function as the regional resource library when the region

becomes a reality.

At headquarters activity was high. Adult exchanges of books are now paperback only in an effort to combat the high cost of hard covers and transportation plus the fact that most of the books are obsolete once they have circulated to the nine libraries although they are still in good physical condition. Inter-library loans increased drastically as Provincial Books-By-Mail passed on requests for books received from Labrador and the Northern Peninsula communities which Provincial Books-By-Mail were not able to supply. Most libraries loaned and borrowed more books this year from other libraries either through inter-library loan or the microfiche catalogue.

Once again it is time to thank all headquarters' staff, local librarians and local library board members. The year has been a very busy one, at times very satisfying as activity in the libraries increased but also frustrating as there was no increase in hours and staff to cover these increases in activity and circulation - also inadequate buildings remain.

It seems that every year I close with the same remark and this year is no exception. I hope that the libraries now within the department will soon be enjoying the advantages of being part of a regional system. Regionalization to an area so isolated will bring increased communication, more exchange of ideas, more opportunity for training which will in turn improve service to those readers within the area.

Diana Rose
Deputy Chief Provincial
Librarian

PROVINCIAL BOOKS-BY-MAIL

Looking back over the past year, it's amazing the many changes that have taken place, the problems overcome and the overwhelming response to these changes by the borrowers.

One of the greatest areas of change was in staff. Shirley Gushue retired, Denise Byrne transferred to Central Region Libraries and Ruth Taylor joined the staff first as mail messenger, then transferred to the library clerk position. John Griffin was then hired as mail messenger. This position is shared between Central Region Libraries and Provincial Books-By-Mail, and its existence has made a great difference. In addition to permanent staff, various casual employees were hired during the year. Valerie Howse joined the staff for several weeks to type the draft of the catalogue. Raye Quigley also acted as typist for the office as part of her work-term project through the District Vocational School. Several people helped with the influx of mail in February and March. Without their aid, we couldn't have coped with the demand for books. As several people quickly moved on to permanent jobs, there was a steady stream of casual help.

The other major change was the expansion of the mail service into the Northern Peninsula and Labrador. This doubled our service area and increased circulation by 30 percent.

Another change was the catalogue cover and the grouping of books in the listings. It is impossible to evaluate the impact of these changes though.

Of great impact on the borrowers was the decrease in turn-around time in sending out orders. In February and March when the peak circulation came, orders were sent out within five days of receipt and usually well under the five days. Other years it could take two or more weeks turn-around time. Borrowers expressed their appreciation of the prompt service with new orders enclosed with over half the returned books.

The mailbags we now use are another change that has had an impact on circulation. These bags are padded with air bubbles instead of shredded paper so they are clean even if the bag is broken in transit. With this type of bag, one is more inclined to reorder. These bags also last longer than those with shredded paper fill. One-third the number of discards were made this year compared to last.

All of these changes have resulted in a record year. There were 61,874 books sent out. Of these, 42,973 went to Central Region and 18,901 to Labrador and the Northern Peninsula. There were 509 inter-library loan requests forwarded from this Department as well. These figures are a 49 percent increase over circulation last year.

The fiscal year 1984-85 promises to be as busy as this past year. We can expect the Labrador and Northern Peninsula to take greater advantage of the mail service as it will be more familiar to them. Several schools are also bringing this service to the attettion of members of the

community. We will continue to iron out the problems involved in serving a region that is distant from our headquarters. Plans for the next expansion of service must also begin while the routine of serving borrowers and producing the next catalogue continues.

Elaine Morton
Librarian, Provincial
Books-By-Mail

PROVINCIAL REFERENCE AND RESOURCE LIBRARY

The fiscal year 1983-84 was a very busy one for the Provincial Reference and Resource Library. During this period the number of inquiries received increased by almost 4 percent, the use made of Newfoundland materials increased by more than 18 percent and while less requests were made of the National Library for inter-library loans, the number of requests received from other libraries outside Newfoundland increased from 266 in 1982-83 to 323 in 1983-84. Requests within the province but outside St. John's dropped slightly but the number of materials sent out in answer to these requests increased by over 30 percent. This may be partly attributed to the kind of request received but also partly to the fact that because, in the previous year, we had been receiving many requests for the same meterials from many students in the same school, in September, 1983, a letter was sent to these schools requesting that the teachers in each of these schools co-ordinate the requests from their students before sending them on to us. This reduced the duplication of requests from each school and gave the staff more time to do more research and provide a greater number of materials for each school request.

Financially the year was most frustrating, for not only did the long sought increases in funding not materialize but shortly after the proposed budget was received, a request to reduce these figures by 2 percent was also received. The only two large amounts in the budget of the Provincial Reference and Resource Library are the amount allocated for library materials and that allocated for salaries. As the library materials fund has not kept pace with inflation, the only alternative appeared to be to take the 2 percent from the salary fund. This was done by reducing the working hours of the Page and the part-time Reference Assistant during the summer, reducing security hours, granting staff members requested leave without pay and leaving the Librarian I position vacant for 2½ months. This action solved the financial problem but reduced the time available to spend on collection maintenance normally done in the summer period.

Early in the fiscal year the Library was offered the services of a professional book-binder and rare book conservator. Her terms were accepted and instead of sending the local newspapers to Ontario to be sewn and bound, Ms. Leslie McGrath was hired and the binding fund was spent on the hand-sewing of these newspapers. Also as part of the 400th anniversary celebrations, the Library applied for one of the grants offered and received $2000 to be spent on the restoration of rare books in the Newfoundland Collection. This project was quite successful and 18 titles were restored. In order to continue with the conservation and restoration work on the Newfoundland Collection, applications were made for two grants from the Federal Government. The first was turned down but the second is still awaiting a decision.

During the summer of 1983, the Provincial Archives offered their entire Newfoundland newspaper collection to the Provincial Reference and Resource Library, provided that the Library would undertake the housing and care

of the collection and the maintenance of the file of sworn affidavits. This proposal has been accepted in principle by the Newfoundland Public Libraries Board provided that suitable housing of the collection can be obtained.

The Microfilming Project being done jointly with Memorial University continued with the main effort concentrated on filming the Daily News.

At the end of June, 1983, Mrs. Catherine Power, who had been with the Newfoundland Public Library Services for approximately 20 years, retired. Mrs. Power worked in the Travelling Library for three years before her marriage and then in 1966 she returned to spend 17 years in the Provincial Reference and Resource Library where, after the retirement of Dr. Grace Butt, she was in charge of research in the Newfoundland Collection. Her knowledge of Newfoundland materials and her expertise in dealing with inquiries regarding Newfoundland matters have been well recognized and it was a genuine loss to the Library to lose her services. However, our best wishes follow her in her retirement.

A special word of thanks should be given to Mrs. Elizabeth Stamp, who retired from the A.C. Hunter Library several years ago. Knowing that the Library was short of funds, beginning in January Mrs. Stamp usually spent four mornings of voluntary time each week helping prepare code sheets for the computer index to the newspapers. This work has been a great help in trying to keep the index up-to-date and is greatly appreciated.

The Assistant Reference Librarian in his capacity as a member of both the Public Relations Committee and the Publications Committee of the Atlantic Provinces Library Association attended the Association's annual conference held at Halifax. Mrs. Catherine Power also represented the Provincial Reference and Resource Library at that conference but lack of funds prevented any attendance at the Canadian Library Association's Annual Conference held at Winnipeg.

The Assistant Reference Librarian continued as editor of the Newfoundland and Labrador Provincial Newsletter and also gave advice to several special libraries being organized including that of the Newfoundland and Labrador Housing Corporation. He was also a member of the Board's Public Relations Sub-committee of the Anniversity Committee and RECON Committee as well as being a member of the Technical (Programme) Committee for the Northern Libraries Colloquy.

The Reference Librarian continued as a member of the Health and Safety Committee, and together with another member of the Provincial Reference staff attended a very practical workshop on Conservation of Rare Materials held at Memorial University.

All professional staff of the Provincial Reference and Resource Library attended two training courses given by the Newfoundland Public Service Commission - the first on Effective Presentations and the second on

Staffing.

Finally, considerable time was spent on preparing a "Five Year Plan" for the Provincial Reference and Resource Library. In this plan, submitted to the Chief Provincial Librarian, an attempt was made to anticipate all the needs and developments of the Library for the next five years but particular emphasis was placed on the urgency of providing a substantially increased fund for the purchase of library materials, for without an adequate reference collection the Library will become unable to supply the information needed by its patrons.

Mona Cram
Librarian, Provincial
Reference and Resource
Library

PROVINCIAL REFERENCE AND RESOURCE LIBRARY

Statistical Report

		1983-84	1982-83
1.	Reference Questions	22,653	21,839
2.	Materials Used In Library:		
	Newfoundland periodicals, newspapers, books and pamphlets, etc.	32,177	27,257
	Microfilm	1,392	1,601
	Total Newfoundland Materials	33,569	28,858
	Other periodicals	13,287	13,396
3.	Coding Sheets Entered On Computer	4,129	3,600
4.	Interlibrary Loans (i.e. loans made outside the Newfoundland Public Library System):		
	Materials Requested by Library	916	1,024
	Materials Requested from Library	323	266
5.	Number of Requests Received From Outside St. John's	4,109	4,155
	Number of Books, etc., Sent Outside St. John's On Loan	6,888	5,289
6.	Materials Circulated	12,205	12,045

TECHNICAL SERVICES DEPARTMENT

The number of library materials processed during 1983-84 increased by approximately 11 percent, compared with 1982-83. But the total number of items processed (51,131) is still quite low when we compare it with other years; for example, in 1972-73 we processed 65,309 items, in 1975-75 - 72,785 items, in 1976-77 - 79,532 items and in 1978-79 - 72,723 items. The total for 1982-83 (46,181) was the lowest since 1970-71 when 44,252 books were processed. These figures reflect ever increasing book prices, static budgets and possibly the purchase and processing of more paperback titles at the regional level.

With such drastic decreases in the number of new books added during the past few years, the COM catalogue is becoming more and more important as a means of sharing resources. To do this properly, the catalogue must include the complete holdings of all libraries in the province and it must be accurate.

At present, the COM catalogue contains only those books catalogued since Janaury 1981; the majority of our collection purchased before that date is still not readily accessible. The RECON or Microfiche Catalogue Committee worked diligently during the year trying to find ways and means of funding the conversion of our retrospective holdings to microfiche format. However, we were not successful in any attempt. The Committee is still waiting for a reply to an application for a Social Sciences and Humanities Research Council of Canada grant for the purpose of adding to the COM, titles from Newfoundland collections in all local libraries. I would like to thank the Committee members for dedicating so much time and effort to this project. And to those library board members and librarians who sent letters of support to the Government and publicized the RECON project in their communities, a sincere thank you.

Technical Services' staff continue to work on the conversion of Provincial Reference titles to microfiche as time and money permit. We added 2,668 retrospective titles from the Provincial Reference Collection to the COM last year. I have requested that regional librarians/department heads send to Technical Services inventories of their Newfoundland collections; these titles are being added to the COM catalogue as they are received. Titles from several libraries in the Gander, Avalon, Bonavista-Burin Regions and Community Library Services have already been added to the COM; Western Region is working on its inventory and I am waiting to hear from the remaining region/department.

We also added to the COM catalogue 1,980 titles from the Eric G. Lambert School Library, Churchill Falls, and 910 titles from the Reference Last Copy Fiction Collection. There were 539 titles catalogued-by-mail.

The other important factor in considering the usefulness of the COM catalogue is accuracy. From reading the annual reports of regions/ departments, I learned that considerable discarding of books is being

done on a regular basis. However, our statistics on discards from the COM since November, 1982, read as follows:

Avalon Region	- 23	Western Region	- 21
Gander Region	- 22	Central Region	- 47
Bonavista-Burin Region	- 1	Reference	- 1
Community Library Services	- 10	St. John's	- 524

Hopefully, this is an accurate picture of the number of books discarded from the COM during this time. If it is not, then the catalogue has already lost some of its usefulness as a tool for locating information. Reporting discards from the COM and the Official Catalogue is very important.

During the year we received from UTLAS four COM catalogues plus eight subject acquisitions lists. At the end of March, there were 46,054 titles in our UTLAS file. In the coming year, UTLAS plans to implement more improvements in its system.

In June, we started a Fiction Authority File of authors; approximately 8,000 names have been established. As all fiction authors are checked here before being searched in the UTLAS data base or added to the COM, consistency of names of fiction writers is ensured.

Job descriptions were completed for all positions in Technical Services. A five-year development plan for the Department was submitted to the Chief Provincial Librarian.

Glenda Kendall compiled a manual for the Processing Section of Technical Services.

In June, the Department Head attended the Canadian Library Association Conference in Winnipeg and became a member of the CLA Technical Services Coordinating Group. All staff members attended the Union/Management Workshop in October and found it to be a great success.

The College of Trades and Technology Library and the Bay St. George Community College Library have been added to the list of libraries receiving copies of our COM catalogue.

There were several staff changes during the year. New staff members are Sharon Layman and Gail Hogan, both clerk-typists, who began April 18 and February 13 respectively. Alberta Noel resigned in April and Edna Wells retired in January, both after many years of service to the Library; they were very reliable and competent staff members. My best wishes and thanks go to both of them. Jackie Mackey left the Processing Section on March 23 to go to St. John's City Libraries. Debbie Maynard and Carol Budden were promoted to Data Preparation Operators.

I wish to thank the Department staff for their efforts during the year. My thanks also go to the staff of other departments and regions for their cooperation and support.

Brenda Ryan
Head, Technical Services

TECHNICAL SERVICES

Statistics 1983-84

NUMBER OF VOLUMES PROCESSED

Region or Department	1983-84	1982-83
Avalon Region	8,913	6,733
Bonavista-Burin Region	3,268	3,668
Central Region	8,885	7,745
Community Library Services	2,866	3,473
Gander Region	5,843	5,970
Provincial Reference & Resource Library	4,167	3,704
St. John's City Libraries	7,950	5,446
Western Region	9,239	9,442
Total	51,131	46,181

NUMBER OF TITLES

Non-fiction	9,053	6,414
Fiction	4,740	4,585
Total	13,793	10,999
Non-fiction adds	2,670	2,099
Fiction adds	2,209	1,957
Total	4,879	4,056

RECON

Provincial Reference Collection	2,668	450
Reference Fiction Last Copy	910	550
Churchill Falls School Library	1,980	750
Titles entered by UTLAS	-	757
Total	5,558	2,507

UTLAS DATA BASE SEARCHING

	In Data Base	Not In Data Base
Non-fiction	91%	9%
Fiction	89%	11%

REPORT
OF THE
REGIONAL LIBRARY SYSTEMS

REGIONAL SERVICES

AVALON REGION

During 1983-84 Avalon Region libraries felt the impact of financial restraint. Total circulation for the branch libraries fell by 8.5 percent from the 1982-83 total of 334,048. Although circulation did increase in nine of our libraries, it fell substantially in the other twelve. The decrease in circulation was caused largely by summer closings during librarians' annual leave and by reduced summer hours in branches. Freshwater and Carbonear libraries were also closed for renovations at various times during 1983-84.

The circulation for the limited books-by-mail service offered from Regional Headquarters shows that this service does not provide an adequate alternative to the bookmobile service offered in previous years.

Book deposits to schools and community groups were discontinued during 1983-84 because of increased postage costs. However, small deposits of large print books were still provided to senior citizens' groups.

Book stock in branch libraries increased in 1983-84 as a result of reallocation of 3,803 books from the bookmobile stock. A total of 7,295 new books were added to branch library collections and a total of 2,003 books were discarded.

In an attempt to meet the recreational reading needs of readers aged 9 to 15, small exchanges of young adult books were created for Bay Roberts, Brigus, Pouch Cove, St. Bride's and Upper Island Cove libraries. Librarians reported these books were well received and it is anticipated this program will be expanded to other libraries in 1984-85.

Avalon Region was chosen to participate in a survey of Canadian materials in public libraries. This was undertaken by the Book & Periodical Development Council through a grant from the Department of Communications. The survey involved a check of our microfiche and card catalogues against a master list of Canadian books and periodicals. A report on the survey will be made available to us by the Books & Periodical Development Council in 1984-85.

The Regional Librarian attended the Canadian Library Association Conference, held in Winnipeg in June, 1983. A report on the conference was submitted to the Avalon Region Library Board on November 19, 1983.

In November, libraries celebrated Newfoundland Library Week and Children's Book Festival during the same week. Newfoundland Library Week posters and stickers were provided to all branches from the regional budget and Children's Book Festival author Brian Doyle read at Mount Pearl Public Library. As in other years, much of the success of these celebrations was due to the special effort made by librarians.

A basic stock of books was begun during 1983-84 in anticipation of the

opening of the new branch library in Holyrood. This new library will represent a major expansion of service in 1984-85. In addition to this expansion, it is hoped the quality of service will continue to improve in the new fiscal year through the program of visitations by the Regional Librarian and through the introduction of the new Local Librarians' Manual.

Lynne Cuthbert
Regional Librarian
Avalon Region

BONAVISTA-BURIN REGION

The 1983-84 fiscal year was one of restraint, with the cutbacks in summer hours and the closure of most libraries during the librarians' vacation period, taking their toll. Circulation inevitably has been affected. However, there were a few positive notes in the financial situation. Fund-raising has been quite successful, by-and-large, and service clubs have been particularly helpful in that regard.

Collections in the Region

The total bookstock has been increased by 15,859 volumes over last year, a jump of 32.9 percent. There were 3,268 volumes processed for the region by Technical Services. However, most of the increase is due to the inclusion of uncatalogued paperbacks in the annual statistics. With these figures available to us, we now have a better picture of the collection in each library.

An amount of $1,757 was spent on cassettes this year, bringing the total number of cassettes in the region to 342. These consist primarily of pop, country and western music and children's recordings. The types of recordings chosen were based on the results of surveys done by the previous regional librarian. So far, the response on the part of the public has been very favourable.

Circulation and Registration

Circulation has decreased overall by 5,519, a 3.1 percent drop from last year. The greatest percentage decreases were at Grand Bank (23.5 percent), Clarenville (13.5 percent) and Catalina (11.3 percent) libraries. The Clarenville library decrease may not be as significant as it appears since in previous years vertical file material was loaned out and this inflated the figures somewhat.

Despite the cutbacks a few libraries have made considerable gains. The circulation at the Marystown library has increased by 7,664, which is an astonishing climb of 57.5 percent. This can be attributed to two factors: firstly, the number of registered borrowers has increased by 17.4 percent, making the library much busier. Secondly, circulation statistics for unprocessed paperbacks were kept for the first time during the past year. It is likely that the previous years' circulation figures were much lower than they would have been had these counts been included.

Two other libraries reported increases: Southern Harbour (17.5 percent) and Bonavista (5.6 percent). The Southern Harbour library is now gaining back borrowers who had stopped coming to the library after it moved last year. Their circulation had dropped by 12.4 percent last year.

The mini books-by-mail figures have grown. Registered borrowers are up 102 percent and circulation has increased 105 percent over last year. However, since last year's circulation was for only seven months of

operation, the adjusted percentage increase is approximately only 20 percent. Awareness of this service has spread mainly by word-of-mouth. There was no attempt to advertise the service or expand it in any way. With the future transferral of a full-time staff member at the regional headquarters to the Clarenville library, it is uncertain whether we will have the staff time to maintain it. The number of book deposits has declined. Only 22 schools requested deposits compared to 28 last year.

Registration figures are down by 4.1 percent, which is probably a result of weeding done in some libraries. With the re-registration being undertaken in the libraries since March, next year's figures should give a more accurate picture of the numbers of borrowers in the province.

Interlibrary Loans

There were 443 requests received at the regional headquarters this past year. Of this total, 198, or 45 percent, were filled by the region and the rest were sent on to Provincial Reference. This is an improvement over the 35 percent of requests filled by the regional headquarters last year.

Overall, the number of requests sent in to the regional headquarters has declined by 32 percent. However, microfiche requests in the region have gone from 254 to 466, an increase of 84 percent. As another year's acquisitions are added to the microfiche, it would appear that many more requests are able to be filled without going to the regional headquarters. It is also encouraging to see greater use being made of the microfiche.

Activities and Events

The Regional Librarian attended the Atlantic Provinces Library Association Conference in Halifax from May 26 to the 29th. In June, the clerk-typist at the regional headquarters, Pauline Hayley, left for St. John's and was replaced by Joan Day.

November was a very busy time in the region. The regional headquarters moved into the lower section of a new building, with the help of men working on the new Clarenville library. The library in Catalina moved to a larger space upstairs in the Town Council building. A grand opening was held with the regional board chairman, local board members, clergy, members of the public and the regional librarian present. Library Week was celebrated with contests, displays and special events. The Arnold's Cove and Southern Harbour libraries were visited by children's author Brian Doyle, who gave several highly popular readings to school classes and to the public.

The St. Lawrence librarian, Mrs. Ena Edwards had a book published entitled "Notes towards a history of St. Lawrence". Copies of the book are in great demand at the library, and Mrs. Edwards has been invited to speak

to folklore classes at the schools on several occasions.

In March, two workshops were held in the region, in Clarenville and Marystown. The new local librarians' manual was introduced.

Financial Situation

The regional headquarters' move resulted in large expenditures from several funds. The installation of the telephones and the telex machine resulted in a tremendous bill. With twice the space to clean, janitorial services became more expensive. However, there was a considerable saving in freight and postage. It was found to be much cheaper to deliver exchanges and deposits by car, rather than send them through the mail.

Some unforeseen expenditures cropped up at the local level. The $3,000 capital fund was depleted by $2,000 after the Fire Commissioner threatened to close down the Arnold's Cove library unless certain work was done.

The Clarenville Library Board received a $125,144 NEED grant, donations amounting to $6,002 and much free labour and materials. However, due to the high cost of completing certain items (i.e. the road) this was still not enough to complete the interior of the library building.

Many boards were very successful with fund-raising. In Catalina, service clubs and the Canadian Legion have been very forthcoming with donations. Many town councils have helped in providing free heat and light (Fortune, St. Lawrence), or grants (Marystown, Grand Bank). As always, if local boards try to rent any extra space they have to contribute towards their operating costs.

In conclusion, I can report that the region has weathered the poor financial situation fairly well. This has been due to the coordinated efforts of the regional staff, the regional board, the local boards and is especially due to the unceasing efforts of the local librarians. However, any future cutbacks are bound to hinder their efforts.

Vickie Murphy
Regional Librarian
Bonavista-Burin Region

CENTRAL REGION

The year 1983-84 was a most difficult one for Central Region, from a financial point of view; our resources were stretched almost to the limit. In spite of this, the basic services that we provide did not appear to be affected greatly. The shrinking of the library materials budget means we have to rotate more of our collection and we have to use the interlibrary loan programme more frequently.

We knew that 1983-84 was going to be a difficult financial year from the beginning; on April 25, 1983, we were notified that the Business Office would not be paying for substitutes who replaced librarians on holidays and that summer hours were to be reduced by all boards. Then, in June, we were notified that the budget had to be cut by a further 2 percent. Thus, it is perhaps not surprising that when the year ended we discovered that we were not, despite all efforts, able to balance the budget.

Some libraries had volunteers do the work of the regular librarians during the holiday periods; some had to close. This may have been partly responsible for our decrease in circulation from 356,571 to 332,350 throughout the Region. Other factors which have been suggested as contributing to the decrease have been our failure to purchase any new phonograph records and the adverse weather conditions during the past winter which may have prevented many children from coming to the library as often as they normally would have. Two of the most noticeable increases mentioned in last year's annual report - St. Alban's and Springdale - were noticeable decreases this year. Circulation in St. Alban's decreased from 30,098 to 16,872 and in Springdale from 42,698 to 30,484. There were, however, other places also where circulation decreased. Our most notable increases in circulation appear to have been at Harbour Breton, Harry's Harbour, Lascie, Ramea and, again, at Botwood. There were 42,973 books circulated to communities in the Central Region not served by a public library; this total is over and above the total of 332,350 mentioned above and was the work of Provincial Books-By-Mail employees, with whom we share the same building.

During the past year, we received at the Regional Office 1,177 requests for books/records/materials/information - a decrease from 1,592 the previous year. Of these, 674 requests were sent to Provincial Reference in St. John's to be looked after and 503 were handled within the Region. Of the 674 requests sent to St. John's, 525 were filled and 149 were not; within the region, we were unable to fill 30 of the 503. From the microfiche catalogue, 1,293 requests were made by the 20 libraries in Central Region during the year and 1,169 were filled; this represents an increase of 520 over the previous year when 773 were made. Thus there is increased use of the microfiche catalogue for interlibrary loan purposes and interlibrary loans overall are increasing. We have not yet, however, succeeded in getting all 20 libraries to make use of this programme but we are still urging local boards and local librarians to make use of it because there

is so much more available than can be seen on the shelves in any one library.

A new Local Librarians' Manual was produced during the year in order to change procedures in different things and in different places and make them more uniform. It is hoped that a provincial workshop will take place in the fall to deal with the various procedures outlined. If this does not prove to be possible, then the Central Region Library Board feels very strongly that one should be held in the Region itself. It is essential for local librarians to have as much contact with each other as possible in order to keep themselves more aware of various developments. Training needs to be constantly refreshed and upgraded.

There were a few personnel changes during the year. Ms. Denise Byrne became the Clerk-Typist I at Central Region. Mrs. Harriet Strickland resigned at Burgeo and was replaced by Mrs. Glenda Peddle and Mrs. Alma White retired at Buchans, to be replaced by Mrs. Diane Burton.

During the past year, we purchased more new books than in the previous year, but we purchased no phonograph records and the money saved here was put into new books. Also, our library materials - books, periodicals, records and tapes, films - budget was overspent by over 4,000 dollars. I mentioned in last year's report that the main areas of demand appeared to be the adult fiction area; consequently, 447 more new books were purchased in that area than in the previous year. I am now trying to give a little more emphasis to our reference collections particularly at our regional resource centre in Grand Falls. Also, 493 books were rotated from our regional collection and 1,104 books were given permanent location changes.

The library at Gaultois moved from the old Lions Club building to the new town hall. This was done without any assistance, financial or otherwise, from us. Notes of thanks were sent to the Lions Club, The Lioness Club and the local firemen, all of whom participated in the move. The official opening of the new Lascie Library took place in October, 1983. During the year, King's Point received a grant of approximately 39,000 dollars for renovations to its library and the Central Region Library Board received a grant of over 80,000 dollars from the Federal Government for renovations to the building it shares with Provincial Books-By-Mail.

The capital grant for Central Region Libraries for the past year was 2,000 dollars. With that money, eight tables and eleven chairs were purchased. The tables were distributed to Lascie, Robert's Arm, Gaultois, Harbour Breton, St. Alban's, King's Point, Burgeo and Central Region headquarters. Four chairs went to Gaultois, four to Harbour Breton and three to Robert's Arm.

Although much remains to be done to publicize libraries, there is activity in this field both by local librarians and by local board members. The librarians at Botwood and Robert's Arm (as well as perhaps others) have been active in the promotion of their libraries. Board members at Springdale, St. Alban's and Botwood (among others) have taken an active interest in the day to day activities of the library. We have contributed

tco infrequently to the Newsletter but it is hoped that this can be remedied soon. In November, Canadian writer Brian Doyle visited the Bishop's Falls, Grand Falls and Windsor libraries.

According to all indications, 1984-85 looks to be another difficult year financially. We have had to eliminate (temporarily, it is hoped) phonograph record buying and our book and periodical budget is decreasing each year. Thus we have had to look in other directions to help compensate for this and during the past year we have been placing as much emphasis on interlibrary loans as we possibly can. To help further promote and develop this programme, it is hoped that librarian workshops can take place in the coming year. Workshops, of course, will not only aid the interlibrary loan programme but will aid all aspects of librarianship.

To help us through financially, we will need all the help we can get from local library boards. If any member is familiar with the day to day operation of the library, then perhaps he/she could give some help in that direction. Local boards which have extra funds could perhaps take less for an operating grant in order to help out those who have very few funds. In any case, funds may have to be divided according to need, always keeping in mind the performance of each library in serving the informational needs of the community. Only by sharing the funds and resources that we have can we make an effort to survive on our operating grant.

Again, only by sharing the resources that we have can the libraries meet the information needs of their communities. No one library in the Region, or for that matter in any region, can supply the needs of all its clients. Only by utilizing other library collections as well as its own can any library satisfy its community. And the only way to utilize other library collections is to use the interlibrary loan programme.

To summarize, we appear tc have survived the year without any undue hardship on any local board or on any local library. With co-operation and sharing by each local board and each local library, we, undoubtedly, can survive and improve in the coming year.

Ralph Dale
Regional Librarian
Central Region

GANDER REGION

One of the dominate concerns of the 1983-84 fiscal year in the Gander Region has been to come to terms with a tightening budget. Throughout the year it was mainly a matter of holding the line against erosions in the level of service rather than making significant improvements. However, in spite of the need to accommodate a very lean budget, a number of major changes took place during the year.

Changes in the staff of the Region were an important aspect of the year. At Gander Public Library, Mrs. Linda Maxwell was hired as the permanent replacement for Mrs. Jean Greening. As well, there was a change in the part-time staff at Gander when Mrs. Brenda Fox was hired to replace Mrs. Salone Legge. In Glenwood, Mrs. Ruth Vaters was hired to fill the position of local librarian when Mrs. Virginia Fry resigned. In Glovertown, Mrs. Audrey Lane replaced Mrs. Dorothy Roach as the local librarian. As well, Mrs. Barbara Rogers became the local librarian in Musgrave Harbour, replacing Mrs. Ena Flynn.

The physical facilities of the libraries in several communities were improved this year. A federal grant allowed the library in Glenwood to move to much larger and better appointed premises when the Town Council building was renovated. Glenwood Public Library has subsequently gone from being one of the smallest anywhere to one of the most spacious in the entire Region. Similar changes are underway at Hare Bay where a similar grant for renovating the Town Council building will see the library move into brand new and larger premises on the second floor. At the Fogo Island Public Library extensive improvements were made when the Central High School undertook renovations to its interior. Plans for a new library building in Gander to house both the Regional Headquarters and the Town Library have been stalled in the face of news that Eastern Provincial Airways will be moving its headquarters from Gander. It is hoped that efforts to acquire funding for the new building will be revived in the new fiscal year when the economy of the town has somewhat recovered.

The bookstock reported by the local libraries is up a remarkable degree this year. The total bookstock in the eighteen local libraries came to 111,235 items this year, compared to 96,472 last year. Most of this large 15 percent increase is attributable to new reporting procedures which take count of uncatalogued paperbacks, a category of library material that was specifically excluded in previous years. A better indicator of the growth in the bookstock of the Region is the number of books processed by the Tecnical Services Department during the year. There were 5,843 books processed in 1983-84. This amounts to a 5.7 percent increase in the total bookstock before discards are considered. There were 356 books discarded during the year, which is not very many compared to other years. There will be considerable weeding done in the coming year.

The number of records held by the Region's libraries climbed to 1,985 during 1983-84. This is up from last year's total of 1,791. These items continue to have a relatively high circulation when compared with

books. They have slightly more than four circulations per item, on average. However, the condition of records throughout the Region is deteriorating very quickly, and it is possible that many will have to be discarded within the next year.

The audio-book tape collection in the Region totalled 39 at the end of 1983-84. There were only seven circulations of these items recorded in the course of the year. A plan has been suggested which will have all these items centralized in St. John's in the coming year.

The circulation figures for the Region indicate a small decline this year. The total circulations came to 261,949 which is down 5.5 percent from last year's total of 277,100. Twelve libraries reported decreases and six reported increases. The largest decrease occurred at Summerford where circulation was down almost 40 percent. The largest increase was reported from Greenspond where circulation was up 31 percent. Musgrave Harbour's circulation figures are only an estimate based on a portion of the circulation reports for the year. The statistics that were available were used to calculate a monthly average which was then applied to a twelve month period. It was necessary to make this estimate because actual figures were lost when the former librarian left. There are several possible explanations for the overall decline in circulation. First of all, the long teacher's strike in the first part of the year had a heavy impact on the four school-housed public libraries in the Region. It also hurt the circulation in the other libraries quite substantially. Also, circulation was hurt by the closure of libraries while the librarians were on holiday, which occurred because substitute librarians could not be hired. Finally, a generally stagnant budget for book purchases meant that new and interesting books were not being acquired in numbers comparable to previous years, which is bound to hurt the circulation statistics.

Inter-library loan statistics for the Region were characterized by a very large increase in the number of microfiche requests processed. On the other hand, non-microfiche requests were down substantially. There were 1,268 microfiche requests handled by the Region this year, compared with 855 for last year. Non-microfiche requests were down to 1,220 this year, compared to last year's total of 1,545. Overall, inter-library loan requests totalled 2,488 for 1983-84. Last year there was a total of 2,400.

Mini-exchanges increased substantially this year compared to the previous year. Five locations received deposits of books this year, compared with two locations last year. The number of books in these deposits amounted to 1,065, more than double last year's number. Circulation figures for these books are not kept.

The Region acquired a new vehicle during 1983-84 when a 1983 Chevrolet station wagon was purchased. The station wagon replaces the small van that the Region had in previous years, but which was considered too large and awkward for its function.

Other items acquired from the capital budget included new shelving in

Gambo and Wesleyville, a book truck in Glovertown and a new door in Lewisporte. As well, capital grants were given to Glenwood and Greenspond for necessary renovations and improvements.

The Region was represented at the 1983 conference of the Canadian Library Association in Winnipeg by the Chairman of the Regional Board, Mr. William Jones.

Budget cuts made it necessary to trim the hours of opening of several libraries in the Region. Libraries which were open more than thirty hours per week - Gander, Carmanville and Fogo Island - were felt to be most able to suffer these cuts without having excessive harm done to their service.

In all, it was a hard and lean year for the Region. It would have been even harder and more difficult without the generous assistance and tolerance of the board members, librarians and staff. Hopefully, better times are soon to arrive.

Bob McGowan
Regional Librarian
Gander Region

WESTERN REGION

Once again Western Region Libraries has experienced another year of severe belt-tightening, but it would appear that our rather "svelte" service still remains appealing to our library patrons. Circulation is up 4.4 percent; interlibrary loan activity remains stable although our "borrowings" have decreased and our "loans" have increased. In-library use has mushroomed, although we do not have any figures to document this. Many libraries report a great influx of students flocking to the library to work on projects resulting from the restructured high school curriculum, and many evenings there is no place to sit except the floor.

Registration

Several branches, particularly Deer Lake, undertook to weed and update their registration files with the result that our registration has been reduced by 7 percent, but is an increasingly more accurate figure of our active borrowers. I think that we can safely say that none of the deleted names has resulted in a loss of "borrowing power" as the average circulation throughout the region has increased from 14.7 per borrower to 16.6 this past year.

Library Materials

The following chart will demonstrate the declining state of our new book acquisition programme and our subscription reductions:

Year	Budget	(Expenditure)	# new books acquired	# magazine titles held
1979-80	$129,000	(160,006)	15,944	n.a.
1980-81	102,000	(98,735)	15,312*	1,200
1981-82	108,000	(119,308)	15,312*	1,000
1982-83	115,000	(108,462)	10,405	981
1983-84	107,000	(107,223)	12,768	847

*The figures for the two years have been averaged because so many books purchased in 1980-81 were not allocated until 1981-82 due to a backlog.

Finance

One source of great satisfaction to me was the provincial upgrading of our local librarians' hourly rates to bring them to a level comparable with our full-time employees. While we had to cut back hours last summer, this pay raise did help to make up for some of the resulting pay losses.

In a year of tremendous restraint, I am very pleased to report that nearly all our boards were able to end the year "in the black". I am also pleased to report that the regional budget was as close to being on target as it ever has been, with the exception of an underexpenditure of $4,454 on salaries. This was due to there having been several vacancies, which

we were unable to fill immediately. This is an area which is difficult to monitor as salaries are paid from the Business Office. The final figures show that we were underspent by about 1 percent which on a budget of one-half million dollars, is not substantial. The only area in which we could not avoid overspending was the item of "Repairs and maintenance" which was underfunded to begin with.

Our nearly balanced budget would not have been possible without considerable cooperation and sacrifice from boards and staff. For example, we have frozen two part-time (20 hour) positions in Stephenville and 3 hours in Port au Port East and one Library Technician position remains frozen at the regional headquarters, placing a strain on the remaining staff. In spite of this, staff morale continues to be high and must be treasured as one of the library system's greatest assets.

Events

The 1983-84 year saw the sod-turning for the new building at Pasadena, the first such activity I have witnessed in the five short years since my arrival at Western Region. Federal grants obtained by the Town of Pasadena and a grant of $15,000 from the Newfoundland Public Libraries Board and a guarantee of $20,000 more have brought the structural features of the building near to completion, but much finishing and furnishing remains to be done.

Our guest this year for Children's Book Festival Week was Brian Doyle, author of "Hey, Dad" and "You can pick me up at Peggy's Cove". Mr. Doyle read to "sell-out" crowds at the Curran Memorial Library in Port au Port East and the Corner Brook City Library, as well as visiting several schools in the area.

A new radio review programme, "Cover to Cover" begun last November on CBC's Saturday morning "Daybreak" show, has proved to be a success and, after a break for the summer, will resume in the fall.

In summation, I would say that we are now facing greater and greater challenges to maintaining our services at an acceptable level. The need for active library boards willing not only to fight the erosion of funding at the provincial level, but also to confront municipal governments with some of the responsibility for library support, has never been greater.

Elinor Benjamin
Regional Librarian
Western Region

REPORT
OF THE
ST. JOHN'S CITY LIBRARIES

ST. JOHN'S CITY LIBRARIES

The trend of restraint and curtailment of service due to budgetary limitations, which started in 1982-83, continued this year, as did the overall increase in borrowing; 5,091 more books were circulated although the bookmobile service was discontinued. Detailed statistics are given at the end of the report.

Cuts in the operating budget necessitated further freezing of vacant positions, limitation of casual and summer help while permanent staff were on vacation and restraint in other areas, including purchase of library materials, all of which affected the service offered. Closing the A.C. Hunter Libraries on Saturday during summer resulted in protests from several readers, as did the lack of Sunday opening in winter. Undoubtedly, these are services we should be providing but with the present economic situation it is doubtful that a change will be possible in the near future. Only by cutting the library materials budget, which is far from adequate to meet current needs and maintain comprehensive and up-to-date stock collections, could we afford the staff necessary for evening and week-end opening during the shorter work weeks in summer.

Fine increases, introduced at the beginning of the year, in an attempt to cut overdue costs and encourage people to return materials on time, met with mixed response. Readers who make every effort to return items by the date due or before, so that as many people as possible have quick access to them, agreed with the Board policy. Others, particularly frequent overdue offenders, complained and some said that they would no longer use the library. The decision to increase fines was hard on the staff in public service areas as they had to deal with most of the complaints, but the number of overdues was reduced by 25-30 percent.

Central and Branch Services

A.C. Hunter Adult Library showed the only decrease in circulation, possibly due in part to no Saturday opening during summer, less new books and longer waiting lists and increased fines as these readers were the most violent in their reaction. Stocktaking of the Record Collection was completed resulting in 1,200 items being withdrawn "missing from stock".

A.C. Hunter Children's Library has been busier than every with an increase in circulation, class/group visits and activities. Stocktaking of picture books in all libraries was completed showing 494 items missing.

Home Reader Service deliveries increased and during the summer Miss Wheeler revised all the schedules to allow for new readers and to make the most efficient and economical use of staff time and vehicles. These readers are most appreciative of the library service and efforts made by the staff.

It is on the staff of the central libraries and services that the additional work resulting from less temporary staff and frozen positions has fallen; it is only their co-operation throughout the year which

prevented further limitations of service.

All branch libraries loaned more books this year which may be due to some extent, as in the central children's library, to the reading programmes and range of activities provided for children, which are outlined later in the report by Mrs. Mercer. Location of branch libraries in residential areas where they are readily and easily accessible to children is an important factor. The Marjorie Mews and Michael Donovan Libraries children's circulation accounts for 54.5 percent and 52.9 percent of the total whereas Gosling Library has only 22.7 percent children's circulation. Space at both the neighbourhood libraries is totally inadequate and funding is badly needed to allow us to expand or to meet the desired standards to serve the population in these areas.

Many school class visits have been made to all libraries, some for an introduction to the library, others on a regular basis for students to browse or borrow books.

Children's Activities (report by Harriet Mercer)

Storytime

Storytime remains a very popular programme at all the children's libraries. The A.C. Hunter, Marjorie Mews and Michael Donovan Libraries offer two sessions a week and the Gosling Library has one session with the total registration for all the libraries being 116 children. This year, for the first time, at the end of the programme in May, the children were given certificates to show that they had participated in storytime.

Moms/Dads and Tots Time

This is a new programme for children from birth to age 5, accompanied by a parent. When it was introduced at the A.C. Hunter Children's Library, in July, 1983, the emphasis of the programme was on short filmstrips and simple stories. However, due to the enthusiasm of the staff, in particular Mary O'Rourke who plans and conducts the sessions, the format changed with a greater emphasis being put on action and singing games, finger plays, nursery rhymes and flannel boards. The parents who participated during the summer were surveyed and due to their enthusiastic response, it was decided to include Tots Time in the fall and winter schedule. The Michael Donavan and Marjorie Mews Libraries now offer the programme, as well, and response has been favourable. As registration is not required the attendance does fluctuate but the weekly total for all libraries is approximately 35 children with the A.C. Hunter Library having the greatest number of participants - a weekly average of 20 children.

Crafts

Crafts for special occasions (Hallowe'en, Easter, Christmas, etc.) were offered at all the libraries throughout the year. In an effort to respond to requests for Saturday activities, the A.C. Hunter Children's Library did hold a craft class and a puppet show on two Saturday mornings during the fall. However, the attendance at these activities was so low it was decided not to offer Saturday morning activities again in the

near future.

Puppets and Puppet Making

The A.C. Hunter Children's Library and the Michael Donovan Library both offered puppet making classes throughout the year. On a few special occasions puppet shows were performed by the staff, at the Gosling, Michael Donovan and A.C. Hunter Children's Libraries. During the summer, puppeteers from the Department of Parks and Recreation performed at all the libraries, a special show about handicapped children called "Your Friends and Mine".

Reading Programmes

Summer and winter reading programmes were offered at all the libraries during the year. The summer programme "A Pirate's Treasure Hunt" was very successful with the total number of participants being 552. The winter programme which encouraged children to "BE A STAR READER" is still in progress until the end of May. Todate the number of participants is 666.

Movies and Filmstrips

All libraries offered a weekly programme of filmstrips or movies. Gosling and the A.C. Hunter Children's Libraries report a weekly attendance of 20-25 children.

School and Nursery School Visits

All libraries received a number of visits from schools and nursery schools. Many visit regularly and spend time at the libraries looking for books and watching filmstrips or movies.

T.V. Storytime

Jean Belbin and Janet Goosney continue to plan and present T.V. Storytime. The response from children and parents indicates that the programme is gaining in popularity. In September, Avalon Cablevision presented, to the A.C. Hunter Children's Library, a certificate in recognition of the library's voluntary contribution to Channel 9.

In an effort to reach children who don't use the libraries, our summer and fall brochures were sent to a number of preschools, schools and the YMCA in St. John's. Letters, encouraging school visits, were also sent to teachers in many of the schools. In February, 1984, I visited the YMCA to talk to mothers in a post-natal group about preschool library programmes and books.

The Parenting Collection in the A.C. Hunter Children's Library is proving to be very popular. A list of the books in this collection, along with a list of 200 books suitable for children from birth to age 3, is now ready and will be distributed to the public during the upcoming year.

At the present time, a survey to determine the future direction of children's activities is being conducted in all libraries.

Again this year, the children's staff from all the libraries met regularly. We all find that these meetings provide an excellent opportunity to plan programmes and exchange ideas.

Sponsor Books and Donations

The Sponsor Books Campaign to raise funds to buy new books originated from a suggestion made by a reader when we had to stop ordering books in November because funds were fully committed until April, 1984. His Worship Mayor John Murphy officially launched Sponsor Books and made the first donation on January 31 at the A.C. Hunter Library. By the end of March, $4,119.97 had been contributed and books put on order that otherwise we could not have purchased.

Cheques for children's books were presented to the library by the Gamma Chapter, Beta Sigma Phi and by the Welcome Wagon Newcomer's Club and a cheque for books on public speaking was presented by the Beothuck Chapter of International Toastmistress Club.

Two "In Memoriam" donations were received from: Mrs. G.G. McKeough and family (Ontario) in memory of the late Mrs. Flora Campbell, for purchase of books related to the arts and from Mr. Robert Colman in memory of his late wife, for the Sponsor Books Campaign.

A cheque was presented to the Marjorie Mews Library to be spent on some item needed.

Many books were given to the library during the year and 193 of these have been added to stock.

Thanks are extended to all who have made financial contributions and donated books to the library.

Workshops/Courses

All staff participated in a workshop jointly organized by the Union and Management for Provincial Library staff in October.

Janet Goosney and Dianne Conway attended a Public Service Commission course for supervisors in March.

Joan Wheeler, Harriet Mercer and Mary Jones attended two courses given by Public Service Commission for the Newfoundland Public Library Services Professional Librarians in January and March.

The City Librarian attended a workshop organized by MUN Centre for Management Development on Not-for-Profit Marketing in December.

Staffing

A review was made of all Library Clerk positions resulting in six being reclassified to Library Assistant and one to Clerk Typist II.

We welcomed Gail Hogan, Jo Anne LeGrow and Glenda Quinn to the staff and said farewell to Mary Laite and Louise White.

Conclusion

I extend thanks to everyone who has helped the library during the year; to the media for publicity, with a special thank you to those who provided such excellent support and coverage for the Sponsor Books Campaign; to staff of Provincial Library departments; to those who have made donations and to The Mayor and City Council for continued support of library services.

Finally, my thanks go to the Chairman and members of the St. John's Library Board for their support and assistance, and to the staff who gave many hours of their own time to prepare a float for entry in the St. John's Day Parade and on whose support and efforts we have depended so heavily this year.

Mary C. Jones
City Librarian
St. John's City Libraries

STATISTICS

	1983-84	1982-83
St. John's Libraries (all service points)		
CIRCULATION AND MEMBERSHIP		
Total circulation	464,605	459,514
Increase: 5,091		
Registered Borrowers	20,857	20,921
Total Enquiries: 9,410 (No figures from Marjorie Mews & Michael Donovan Libraries)		
Adult: 13,467 (13,340)		
Children: 7,390 (7,581)		
Registered Record Library Members	7,567	6,922
Adult: 5,162 (4,788)		
Children: 2,405 (2,134)		
REQUESTS		
Adult requests received	14,089	12,538
Adult requests supplied	13,616	12,260
Adult requests for items not available in St. John's:		
a) sent to Provincial Reference & Resource Library	153	120
b) sent to other Regions	392	286
c) Sent to Inter-Library Loan (not available in Newfoundland Public Libraries)	99	68
Adult requests not supplied:		
a) Paperback and old fiction	183	242
b) Items not traced	12	30
c) Items not available from other libraries	127	6
d) Not available quickly enough	28	not recorded
e) Recent publications, not purchased	123	not recorded
Children's requests received	217	214
Children's requests supplied	217	213
Children's requests sent to other Regions	6	1

INTER-LIBRARY LOANS	1983-84	1982-83
Adult requests received from other libraries	988	1,085
Adult requests supplied to other libraries	843	1,005
Adult requests not supplied (in too heavy demand, long overdue or missing from stock)	145	80
Children's requests received from other libraries	105	68
Children's requests supplied to other libraries	12	10
Children's requests not supplied (in too heavy demand, long overdue or missing from stock)	93	58

A.C. HUNTER ADULT LIBRARY		
Total circulation	178,666	181,355
Decrease: 2,689		
Recordings circulated	16,758	16,883
Talking books circulated	417	467
Requests received (Books)	8,097	7,599
Requests received (Recordings)	1,199	674
Enquiries	6,759	7,423

HOME READER SERVICE		
Total items delivered	22,555	20,176
Increase: 2,379		
Requests received	1,132	780

A.C. HUNTER CHILDREN'S LIBRARY		
Total circulation	87,472	79,716
Increase: 7,756		
Recordings circulated	3,128	3,191
Requests received	217	214
Reference Enquiries	588	not recorded

GOSLING LIBRARY		
Total circulation	57,268	53,340
Increase: 3,928		
Recordings circulated	625	641
Requests received	1,511	1,414
Reference Enquiries	2,063	2,186

Children's books borrowed: 22.7% of total

MARJORIE MEWS LIBRARY	1983-84	1982-83
Total circulation	62,576	54,333
Increase: 8,243		
Recordings circulated	784	846
Requests received	807	978
Children's books borrowed: 54.5% of total		

MICHAEL DONOVAN LIBRARY		
Total circulation	56,587	51,813
Increase: 4,774		
Recordings circulated	917	1,012
Requests received	1,343	967
Children's books borrowed: 52.9% of total		

STOCK FIGURES

Books (Catalogued)	ADULT	CHILDREN'S
Added to stock (193 were gifts)	3,018	2,966
Withdrawn from stock	1,258	2,876
Total Book Stock	73,379	46,416
Combined stock: 119,795		
Paperbacks (not catalogued)		
Added to stock	2,616	1,266
Withdrawn from stock	2,798	1,276
Recordings		
Added to stock	200	44
Withdrawn from stock	1,409	60
Total recordings in stock	4,533	865

Talking Books	
Added to stock	75
Total in stock	748

Children's Filmstrips	
Added to Stock	17
Withdrawn from stock	92
Total in stock	203

Branch Adult Stock Exchanges	
Gosling	997
Marjorie Mews	851
Michael Donovan	887

FINANCIAL SECTION

BUSINESS OFFICE

During the fiscal year 1983-84 the Government continued to practice restraint and the Newfoundland Public Libraries Services, along with other departments and agencies, was hard-pressed to continue its normal operation with the funds available.

The financial statements which are attached hereto are unaudited.

The Operating Account Statements indicate an underexpenditure of some $1,712. However, since the interim budget shown exceeded the actual amount of money available, the results are more accurately indicated on the Revenue and Expenditure Statement. With funds of $4,076,239 available and $4,086,705 spent, revenue exceeded expenditure by approximately $10,000.

Max Frampton
Financial Administrator

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

REVENUE AND EXPENDITURE STATEMENT

FOR THE YEAR ENDED MARCH 31, 1984

REVENUE

Provincial Government Operating Grant	$4,000,000
Provincial Government Capital Grant	50,000
Provincial Government 400th Anniversary Grant	2,000
St. John's City Council Grant	20,000
Sale of Bookmobile	3,800
Other Revenue	439
Total Revenue	$4,076,239

EXPENDITURE

Operating Expenditure	$4,035,304
Capital Expenditure	49,401
Transfer to Anniversary Trust Fund	2,000
Total Expenditure	$4,086,705

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

OPERATING ACCOUNT

FOR THE YEAR ENDED MARCH 31, 1984

	Expenditure for Year	Budget 1983-84
Administration	$1,036,853	$1,020,500
Avalon Region	325,966	314,859
Bonavista-Burin Region	167,143	167,684
Books-By-Mail	139,719	139,708
Central Region	310,092	301,834
Community Library Services	131,366	138,212
Gander Region	186,605	198,574
Reference & Resource Library	383,579	386,524
St. John's City	591,000	593,588
Technical Services	289,402	296,577
Western Region	475,579	480,956
TOTAL	$4,037,304	$4,039,016

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

OPERATING ACCOUNT

FOR THE YEAR ENDED MARCH 31, 1984

	Expenditure for Year	Budget 1983-84
Advertising	$ 997	$ 1,125
Anniversary Fund (Adm)	2,000	2,000
Anniversary Expenses	1,975	1,000
Automation (Tech)	72,390	80,000
Auto Expenses	18,741	18,700
Binding & Repairs (Ref & St. J)	1,552	2,300
CLA President's Travel Fund (Adm)	907	893
Catalogues (Books By Mail)	14,693	15,000
Conferences - APLA & CLA	12,371	11,826
- Workshops	5,902	9,400
Freight & Postage	50,073	52,450
Grants	166,210	168,965
Institutional Memberships	1,421	2,173
Insurance-Fire	30,791	30,055
-Vehicle	4,047	3,043
-Other (Adm)	1,534	1,534
Interlibrary Loans (Adm)	339	500
Legal Fees (Adm)	1,336	1,336
Library Materials	671,283	670,250
Library Publications (Tech)	561	1,000
Microform (Ref & W/R)	7,484	8,500
Nfld. Newspaper Indexing (Ref)	2,872	2,500
Office & Library Supplies	73,781	70,575
Photocopier	10,742	13,100
Rentals-Equipment	28,234	29,211
-Premises	118,400	118,400
Repairs & Maintenance	47,565	30,000
Salaries & Benefits-Classified Staff	1,924,149	1,944,726
Group Insurance (Adm)	15,970	17,350
Security (Ref)	2,724	3,500
Telephone & Telex	45,963	40,400
Travel-Board	33,545	34,400
-Staff	22,599	21,600
Salaries & Benefits-Local Librarians	644,153	631,204
TOTAL	$4,037,304	$4,039,016

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

CAPITAL ACCOUNT

FOR THE YEAR ENDED MARCH 31, 1984

	Expenditure for Year	Budget 1983-84
Administration	$ 2,788	$ 2,788
Avalon Region	3,794	4,000
Bonavista-Burin Region	2,702	3,000
Books-By-Mail	2,506	2,212
Central Region	2,003	2,000
Community Library Services	4,891	5,000
Gander Region	13,722	14,000
Reference & Resource Library	995	1,000
St. John's City	1,000	1,000
Western Region	15,000	15,000
TOTAL	$49,401	$50,000

STATISTICAL INFORMATION

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1983 - March 1984

AVALON REGION

()Comparative circulation figures for 1982-83

LIBRARY	POPULATION SERVED	HOURS OPEN	BOOKSTOCK	CIRCULATION ALL MATERIALS	REGISTERED BORROWERS
Bay Roberts	5,000	14	6,537	16,539(13,933)	1,486
Bell Island	4,500	10	5,060	23,051(24,551)	1,546
Brigus	1,000	6	3,204	7,099(5,431)	499
Carbonear	5,500	42	10,086	23,181(36,718)	1,321
Conception Bay South	11,000	31	8,085	33,177(31,209)	2,366
Fox Harbour	600	9	2,687	2,823(2,161)	110
Freshwater	1,500	8.5	2,809	2,587(2,992)	748
Goulds	4,500	24	3,000	10,583(11,040)	867
Harbour Grace	3,000	20	7,570	17,675(21,645)	705
Mount Pearl	12,000	56	13,461	68,517(65,885)	12,331
Old Perlican	1,000	15	2,709	3,826(5,056)	209
Placentia	2,500	25	8,005	17,554(28,532)	641
Pouch Cove	1,600	15	2,134	2,982(3,210)	217
St. Bride's	1,000	23.5	4,334	15,094(15,214)	698
Spaniard's Bay	1,500	7	1,779	5,267(4,217)	426
Torbay	3,500	20	4,107	9,174(8,406)	667
Trepassey	1,500	6	3,635	14,574(20,395)	267
Upper Island Cove	2,500	9	2,529	6,028(6,472)	1,564
Victoria	2,000	10	2,794	8,596(8,142)	270
Whitbourne	1,500	14	2,908	5,789(4,871)	481
Winterton	1,000	10	3,314	11,661(13,968)	223
Books-By-Mail (Former Bookmobile Patrons)				708(78,326 Bookmobiles)	18
Book Deposits to Senior Citizen Groups/Homes				108(1,800)	
Book Deposits to Canadian Coast Guard Boats				250(350)	
TOTALS	68,200	375	100,747	306,843(414,524)	27,660

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1983 - MARCH 1984

BONAVISTA-BURIN REGION

LIBRARY	POPULATION SERVED	HOURS OPEN	BOOKSTOCK	CIRCULATION ALL MATERIALS	REGISTERED BORROWERS
Arnold's Cove	2,164	10.5	5,330	10,228(10,990)	369
Bonavista	5,599	8	8,956	15,917(15,077)	527
Burin	4,296	20.5	5,066	17,940(18,169)	1,012
Catalina	3,207	15	4,363	9,294(10,478)	320
Clarenville	4,898	22	9,826	24,847(28,732)	2,071
Fortune	2,473	14	4,351	13,504(14,382)	342
Garnish	1,289	11	3,848	6,917(7,174)	148
Grand Bank	3,901	20.5	6,072	13,446(17,585)	438
Marystown	7,098	24	5,643	20,986(13,322)	1,060
St. Lawrence	3,289	20	5,964	23,343(23,790)	610
Southern Harbour	772	11.5	4,578	8,206(6,983)	353
Mini Books-By-Mail				2,600(1,267)	83
Deposits to Schools				2,680(4,240)	
TOTALS	38,986	177	63,997	169,908(175,427)	7,333

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1983 - MARCH 1984

CENTRAL REGION

LIBRARY	POPULATION SERVED	HOURS OPEN	BOOKSTOCK	CIRCULATION ALL MATERIALS	REGISTERED BORROWERS
Baie Verte	2,491	15	5,058	6,582(9,027)	1,344
Bishop's Falls	4,395	37	9,216	53,492(60,793)	2,527
Botwood	4,274	15	5,738	16,003(13,814)	968
Buchans	1,655	20	16,836	13,250(14,509)	870
Burgeo	2,504	22	7,317	9,964(9,386)	930
Gaultois	558	10	4,695	4,527(4,076)	271
Harbour Breton	2,464	13	5,327	10,966(7,651)	810
Harmsworth (Grand Falls)	8,765	49	21,378	53,854(53,899)	6,474
Harry's Harbour	300	10	7,249	10,251(8,756)	466
Hermitage	863	12	5,091	11,939(11,254)	357
King's Point	1,155	15	4,197	11,892(10,823)	437
LaScie	1,422	15	5,870	13,409(9,352)	475
Norris Arm	1,216	19	6,430	7,991(9,786)	415
Point Leamington	848	20	4,273	12,826(13,274)	309
Ramea	1,386	12.5	5,637	8,214(5,346)	406
Robert's Arm	1,005	15	7,525	6,321(8,864)	510
St. Alban's	1,968	15	6,680	16,872(30,098)	783
Seal Cove	751	12	5,618	4,665(5,137)	152
Springdale	3,501	18.5	12,766	30,484(42,698)	1,787
Windsor	5,747	36	6,478	28,848(28,028)	2,083
Regional Headquarters			3,317		
TOTALS	47,268	381	156,696	322,350(356,571)	22,374

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1983 - MARCH 1984

COMMUNITY LIBRARY SERVICES

LIBRARY	POPULATION SERVED	HOURS OPEN	BOOKSTOCK	CIRCULATION ALL MATERIALS	REGISTERED BORROWERS
Cartwright	700	20	3,559	3,825(4,157)	92
Churchill Falls	950	21	13,487	9,120(10,987)	418
Labrador City	11,538	35	23,807	64,506(64,196)	3,253
Lanse Au Loup	860	15	3,030	N/A (2,536)	N/A
Melville(Happy Valley)	8,000	21	9,711	13,149(10,109)	1,892
Port Saunders	2,500	12	3,172	4,067(3,307)	98
St. Anthony	3,300	18	5,514	14,934(14,829)	723
St. Lunaire-Griquet	1,000	15	3,208	5,196(5,233)	387
Wabush	3,300	15	17,161	20,935(18,264)	826
TOTALS	32,148	175	82,649	135,632(140,343)	7,689

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1983 - MARCH 1984

GANDER REGION

LIBRARY	POPULATION SERVED	HOURS OPEN	BOOKSTOCK	CIRCULATION ALL MATERIALS	REGISTERED BORROWERS
Badger's Quay	1,700	12	6,302	12,305(12,378)	450
Carmanville	3,000	33	7,853	15,510(16,192)	879
Centreville	2,000	18	6,727	9,627(9,597)	539
Change Islands	580	12	3,712	5,767(7,038)	251
Dover	925	16	3,314	6,927(8,544)	246
Fogo Island	4,028	33	5,921	16,214(17,448)	1,104
Gambo	2,937	25	7,673	30,088(26,067)	1,033
Gander	14,000	42	22,065	65,538(67,114)	5,971
Glenwood	1,200	6	2,523	5,982(8,172)	298
Glovertown	2,140	15	7,490	19,273(22,425)	945
Greenspond	420	6	3,759	7,112(5,327)	170
Hare Bay	1,600	14	3,938	6,330(6,099)	449
Lewisporte	8,000	18	6,557	17,536(19,317)	1,324
Lumsden	1,000	18	2,924	5,562(6,462)	270
Musgrave Harbour	1,554	15	4,711	*10,669(13,657)	474
Summerford	1,500	10	4,709	7,043(11,719)	853
Twillingate	5,000	26	6,582	11,154(12,965)	1,274
Wesleyville	1,225	20	4,477	9,312(8,369)	355
Deposits				1,065	
TOTALS	52,809	339	111,235	263,014(279,390)	16,985

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1983 - MARCH 1984

WESTERN REGION

LIBRARY	POPULATION SERVED	HOURS OPEN	BOOKSTOCK	CIRCULATION ALL MATERIALS	REGISTERED BORROWERS
Bay St. George South	1,048	15.5	4,635	10,925(10,745)	389
Cape St. George	1,260	16	4,846	13,668(16,700)	672
Channel-Port aux Basques	6,076	40	10,336	28,639(27,806)	2,292
Codroy Valley	740	15	3,137	7,316(9,924)	551
Cormack	788	14	2,725	7,885(8,014)	285
Corner Brook	26,004	62.5	40,636	139,100(121,253)	10,943
Cow Head	695	15	5,183	9,644(11,719)	455
Daniel's Harbour	723	12	3,289	4,616(4,199)	242
Deer Lake	5,287	31	10,135	27,843(26,194)	1,306
Lark Harbour	1,123	16	3,813	10,754(10,571)	494
Lourdes	1,690	20	16,225	22,468(25,242)	1,100
Norris Point	1,033	15	4,798	10,951(8,679)	432
Pasadena	3,457	18.5	9,382	21,788(18,270)	913
Port au Port East	1,115	15	6,280	9,255(8,471)	544
Port au Port West	1,350	15	4,426	6,505(6,225)	625
Rocky Harbour	1,273	20	4,491	11,362(13,329)	375
St. George's	2,636	15	7,076	8,262(9,198)	199
Sop's Arm	855	15	6,336	5,226(3,805)	330
Stephenville	10,213	60.5	15,494	51,173(47,012)	2,760
Stephenville Crossing	2,486	14	5,914	5,497(5,622)	225
Woody Point	904	10	5,156	7,061(7,934)	280
Post Pak/Headquarters			21,834	3,112(7,934)	
TOTALS	70,756	455	196,138	422,063(400,912)	25,412

SUMMARY OF STATISTICS

NAME	NO. OF SERVICE POINTS	BOOKSTOCK	CIRCULATION ALL MATERIALS	REGISTERED BORROWERS	HOURS OPEN WEEKLY
AVALON REGION	21	100,747(97,689)	306,843(414,524)	27,660(24,965)	375(431.25)
BONAVISTA-BURIN REGION	11	63,997(48,138)	169,908(175,427)	7,333(7,649)	177(178)
CENTRAL REGION	20	156,696(121,772)	322,350(356,571)	23,374(23,041)	381(381)
COMMUNITY LIBRARY SERVICES	9	82,649(64,038)	135,632(140,343)	7,689(9,915)	175(175)
GANDER REGION	18	111,235(96,472)	263,014(279,390)	16,985(15,999)	339(361)
PROVINCIAL BOOKS-BY-MAIL	1	34,720(20,000)	61,874(41,451)		35(35)
PROVINCIAL REFERENCE & RESOURCE LIBRARY	1	70,512(66,718)	6,856(12,045)		61(61)
ST. JOHN'S CITY	4	123,712(117,945)	464,605(459,514)	20,857(27,213)	210.5(210.5)
WESTERN REGION	21	196,138(185,246)	422,063(400,912)	25,412(27,330)	455(459.5)
TOTALS	106	940,406(818,018)	2,153,145(2,280,177)	129,310(136,112)	2,208.5(2,292.25)